



# COMPLAINT MANAGEMENT PROCEDURE

Date policy created: August 2020

Policy version: 1.0 Review date: August 2022

Policy contributors: H Downes

## Rationale

Modbury High School aims to uphold the highest standards for our staff and students. We value the support of our parents, caregivers and wider community and their feedback on how we operate and can improve our practices as part of our continuous improvement processes.

In the event parents, caregivers or the community have a complaint about any aspect of the services provided by us we follow the Department for Education's Complaint Management Policy. The policy can be found here: <https://www.education.sa.gov.au/departments/policies/departments-policies/complaint-management-policy>

## Procedure

To support parents, caregivers and the community to address points of concern at site, we need to connect them to the best situated person to resolve their issue. To do this, we have staff who we will refer complaints or issues to, based on the nature of the concern and whether there have been previous attempts to resolve the issue.

Issues within a classroom or home group setting should first be addressed with the teacher of that class, then if a resolution cannot be found, contact the Learning Area Coordinator (LAC) for the subject or Year Level Manager (YLM) for home group issues. The LAC or YLM will then escalate issues to an appropriate Senior Leader where appropriate.

### Learning Area Coordinators and Year Level Managers:

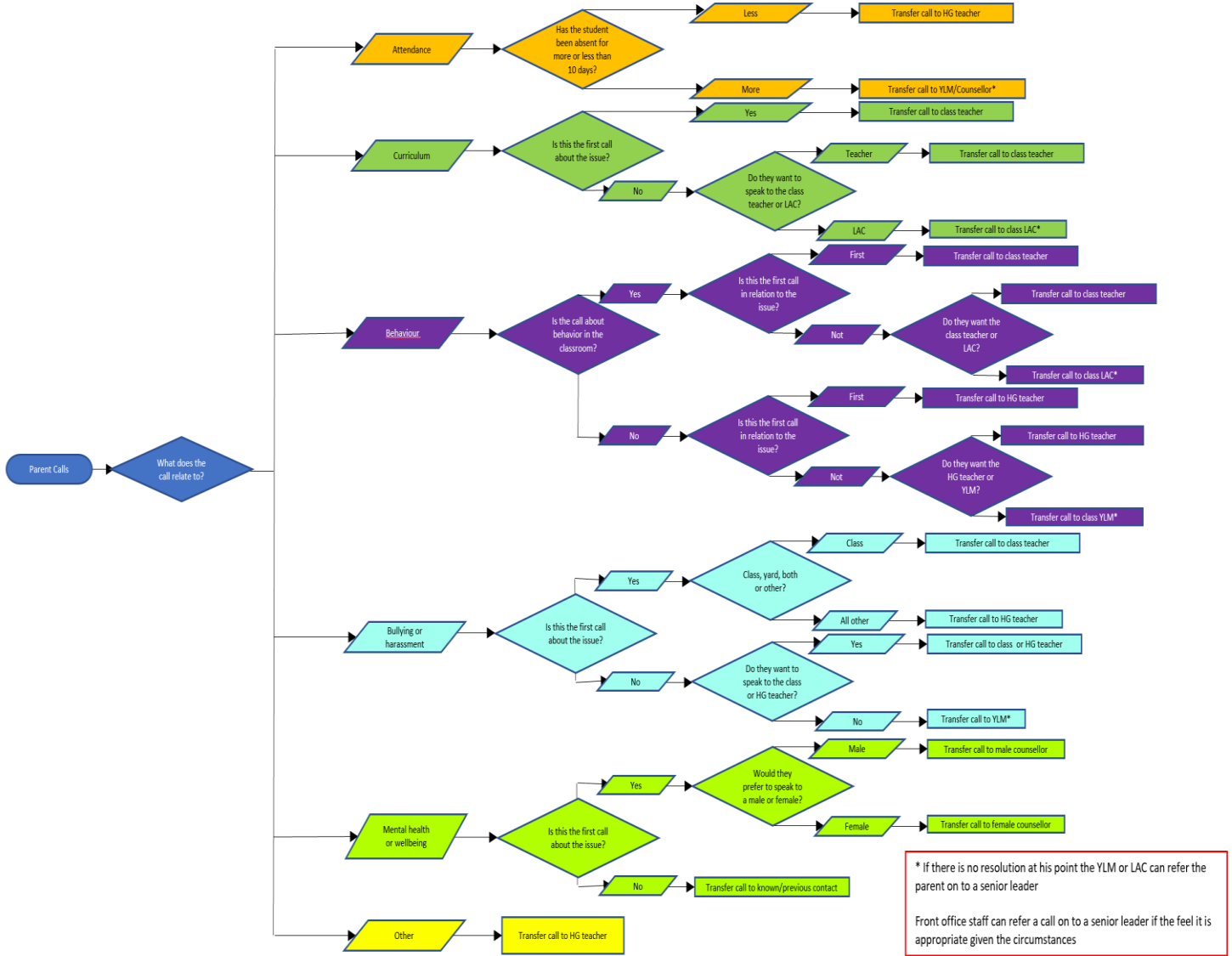
Name	Role
Ben Fuller	LAC The Arts
Angela Stamatii	LAC Cross Disciplinary Studies
Simone Nash	LAC English
Brendan Schiller	LAC Health & PE
Cass Mewett	LAC Humanities
Amanda Kampes	LAC Languages
Glen McKie	LAC Maths
James Dundon	LAC Science
Wayne Ferguson	LAC Technology
Jovan Vujinovic	Counselling Coordinator
Swati Phatak	Student Support Coordinator

Name	Role
Vanessa Tricker	YLM Year 8
Tom Bartlett	YLM Year 9
Marg Vivian	YLM Year 10
Navi Khokhar	YLM Year 11
Glen McKie	YLM Year 12

### Senior Leaders:

Name	Role
Joanne Costa	Principal
David Kshammer	Deputy Principal (Year 11 and 12 Admin Support)
Kalliope Paraskevas	Deputy Principal (EALD enrolments)
Louise Woolford	Assistant Principal (Year 10 Admin Support)
Hannah Downes	Assistant Principal (Year 8 and 9 Admin Support)
Michelle Stasiak	Business Manager

The details of the referral process are detailed in the flow chart below:



\* If there is no resolution at this point the YLM or LAC can refer the parent on to a senior leader  
Front office staff can refer a call on to a senior leader if they feel it is appropriate given the circumstances

YLM = Year Level Manager

LAC = Learning Area Coordinator

HG = Home Group